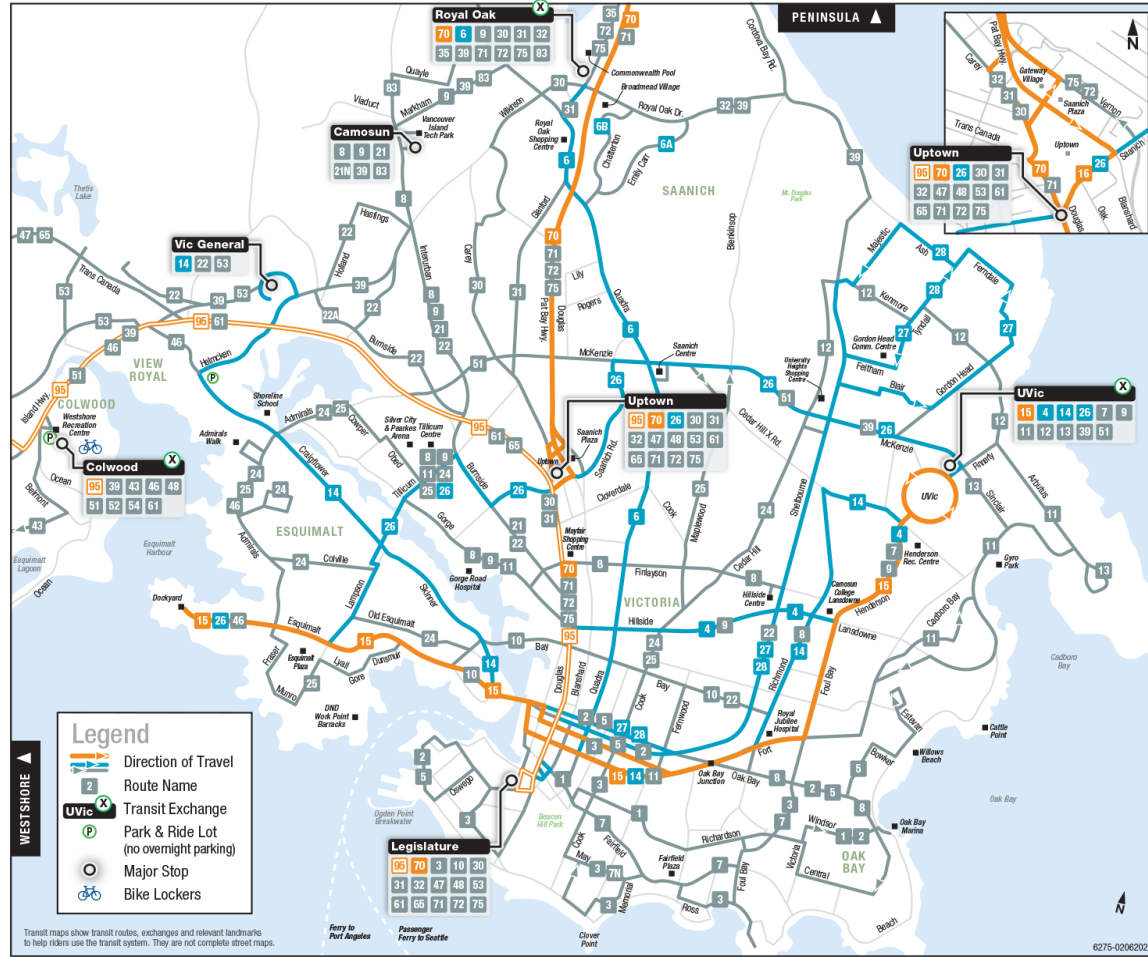


Regional Map of Greater Victoria



#13 - Victoria Regional Transit System – Operations Update

November 2023

Victoria Conventional Performance – August 1 – October 15

Scheduled Service Delivered: 98.92% (target 99.5%)

First Stop Departure: 90.06% (target 95%)

YTD Pass-Ups: ~ 14,918 customers impacted – up 6% over previous year

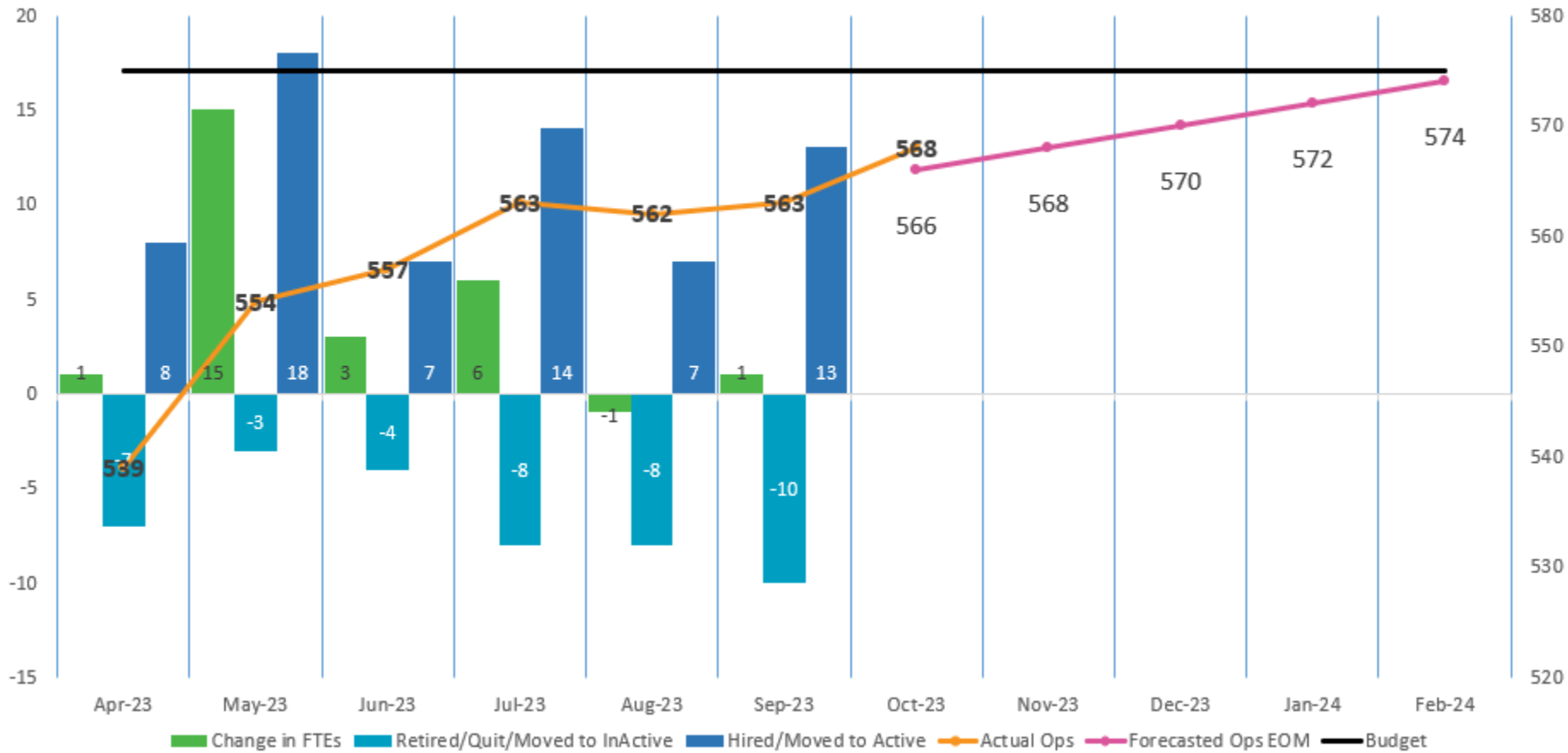
- 727 hours additional flex service was dispatched on the routes 2, 70, 72, 95 and used to support extended late-night service. A total of 7,760 passengers benefited from the added service.

Customer Service Reports Received: 11,656 (August 15 to October 15)

- Mainly service and Umo enquiries
- 1,164 Complaints (missed service, pass-ups, feedback on Route 11)
- "*Don't forget to thank your bus driver!*", Times Colonist article positively reporting a rider's experience from their recent visit to Victoria.
 - "*The system was awesome with trip planning and communication,...The bus drivers were super helpful to us*"

Operator Recruitment Update

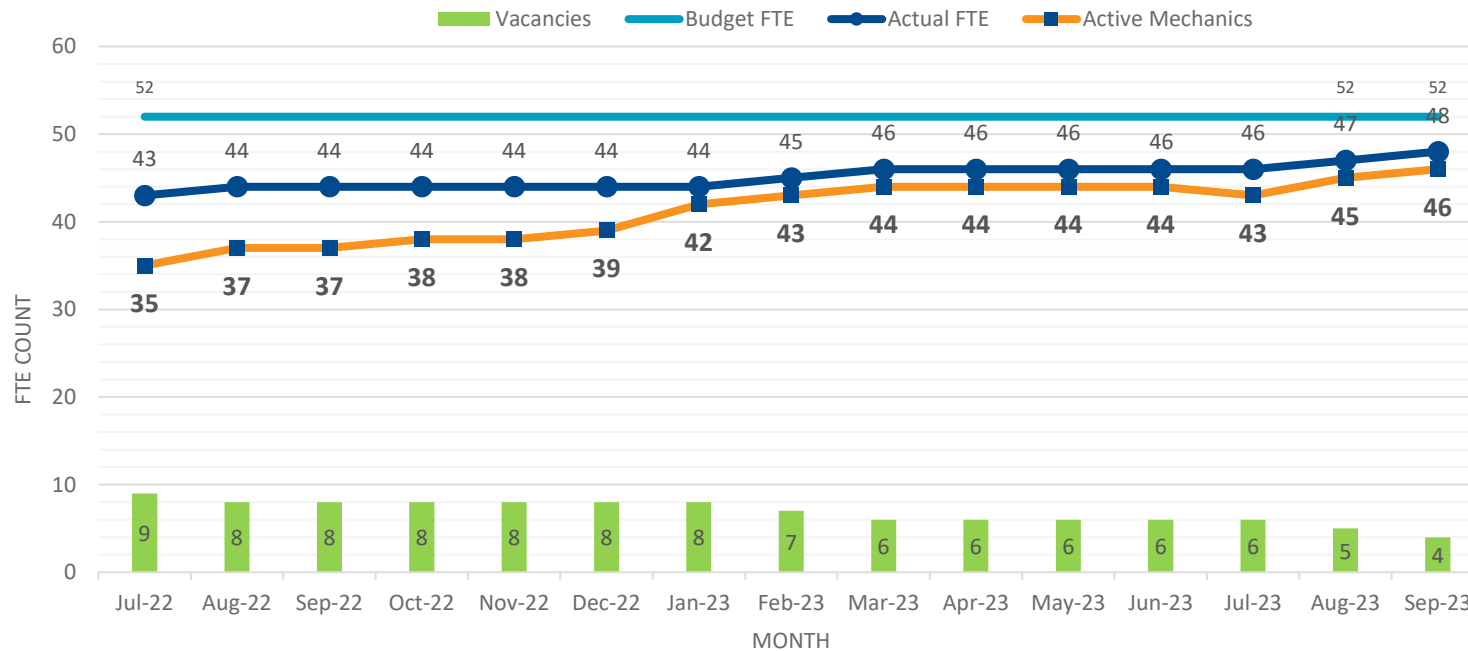
Operator Numbers



- 568 active Operators as of October 15, 2023
- Growth of 6 active Operators since August 31, 2023
- Budget (Target): 575 total active Operators

VRTS Mechanic Recruitment Update

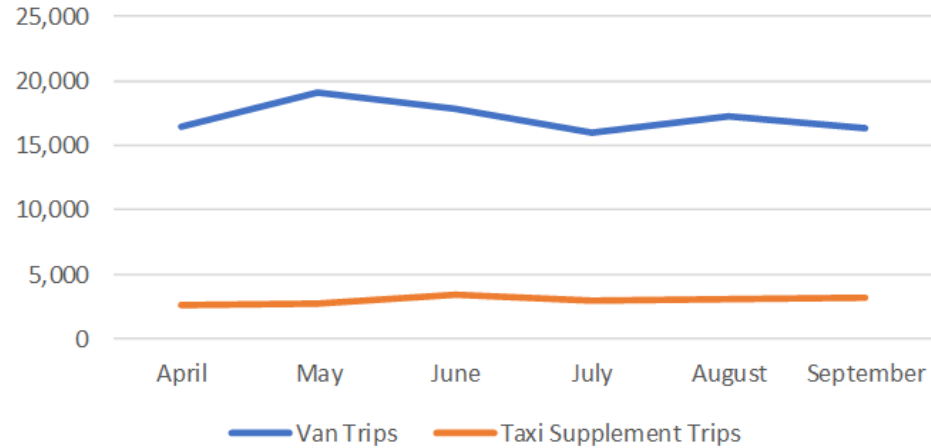
Mechanic Budget FTE vs Active Count



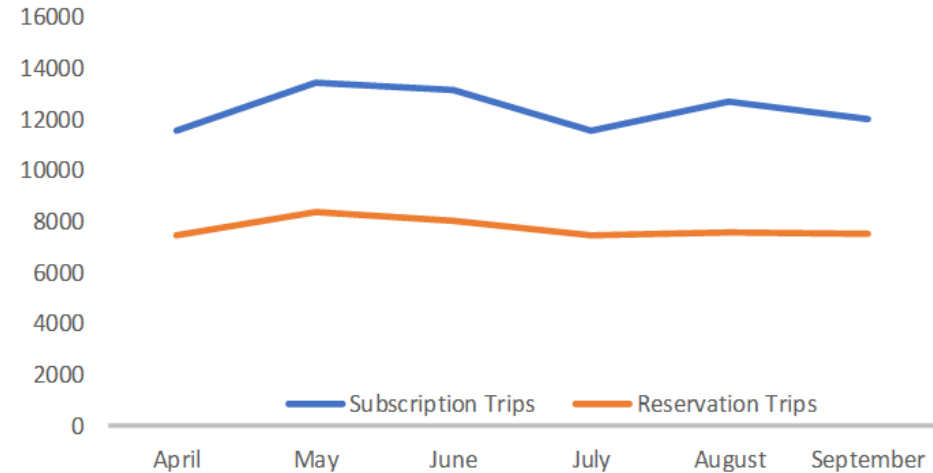
- 46 active Mechanics
- Budget (Target): 52 full-time Mechanics
- Hiring strategies continue to yield growth in the total number of Mechanics
- One Mechanic onboarded in September

Victoria Custom (handyDART) Performance

RIDERSHIP



TYPES OF TRIPS



- Ridership has grown YOY primarily in taxi service due to bus availability
- 83% Van (Bus), 17% Taxi
- Unmet trips remains steady at 5.86%

- Subscription trips remain steady at 60%. Target remains between 50-60%
- Reservation trips are classified as one-time trips